



MERCYCARE HEALTH PLAN

3430 Palmer Drive
P. O. Box 2770
Janesville, WI 53547-2770
608-752-3431 or 800-752-3431
FAX 608-752-3751
www.mercyhealthsystem.org

Type of Plan	Health Maintenance Organization
Total Number of Members.....	31,000
Years of Operating Experience	10
Total Number of Primary Care Physicians (PCPs).....	144
Percentage of PCPs Accepting New Patients	86%
Percentage of Board Certified Specialty Care Physicians	74%
Number of Hospitals Affiliated with Plan.....	10
Number of Urgent Care Facilities	15
Number of Dentists	No Routine Dental Coverage

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	MercyCare has an open access network of participating providers and specialists. If the specialty care your participating MercyCare Primary Care Physician (PCP) wants you to receive is available within MercyCare's provider network he or she will direct you to a specialist in the network. If the care you require is not available from a network provider, your PCP must request a referral. MercyCare will notify you in writing whether your referral is approved or denied.
Medicare Claims Procedure	When receiving care from an in plan provider, all claims are handled electronically. No claim form is necessary.
On-Line Services	www.mercyhealthsystem.org Click on MercyCare Insurance and you will find the most recent provider directory and quarterly newsletter magazine "Health Living". Email your questions to: mercycore@mhsjvl.org .
Outpatient Mental Health Network/Policy	All mental health and substance abuse services must be provided by a participating network practitioner. If you need assistance in selecting a network practitioner or provider, please contact 1-800-895-2421.
24-Hour Nurse Line	For healthcare information and help finding a doctor in the MercyCare network, call 1-888-756-6060 or 1-608-758-5770.
PCP Restrictions	Members are requested to select a PCP to coordinate their care.
Dental Benefits Provided	No routine dental coverage provided.
Quality Improvement Initiative	<ul style="list-style-type: none"> • Appropriate Antibiotic Use; a physician education program. • Proactive initiative to inform parents of upcoming well-child appointments and immunizations for their children. • Developed Postpartum Depression Prevention program to better evaluate mental health of members immediately following delivery. All members who deliver receive a postpartum screening tool and a check up after delivery reminder notice.

ADDITIONAL INFORMATION

SOUTH CENTRAL WISCONSIN NETWORK

Counties in Service Area	Hospitals in County	Major Providers in County*
Dane		Cambridge Family Medical Clinic
Green		Brodhead Chiropractic Center, Mercy Brodhead Medical Center, Vision Clinic
Jefferson	<ul style="list-style-type: none"> Ft. Atkinson Memorial Hospital Watertown Hospital 	Please refer to the provider directory, call (608) 752-3431 or (800) 895-2421 or go to www.mercyhealthsystem.org .
Rock	<ul style="list-style-type: none"> Edgerton Memorial Community Hospital Mercy Hospital 	Please refer to the provider directory, call (608) 752-3431 or (800) 895-2421, or go to www.mercyhealthsystem.org .
Walworth	<ul style="list-style-type: none"> Lakeland Medical Center 	Mercy Walworth Medical Center, Surgical Associates, Center for Women's Health, Whitewater Vision Center, Eye Physicians & Surgeons SC, Lakeland Surgical Clinic SC, Urologists LTD, Mercy Delavan Medical Center, Mercy Assisted Care, Willowfield Nursing & Rehab Center, Mercy Whitewater Medical Center, Mercy Lake Geneva Medical Center.

* This column provides only a general summary of major provider groups. For a complete listing, please contact the plan at the phone number on the preceding page.

MercyCare also has a separate Northeastern Illinois Network. The counties represented are McHenry and Lake. If you would like a complete listing of providers, please call Customer Service at 1-800-895-2421.